About the Code
What does the Department expect of its employees?

As an employee, you should be aware of the Department’s policies, procedures and delegations, particularly those that apply to your work. Many of these are available online; others may be made available to you through induction and training and development programs.

If you are uncertain about the scope or content of a policy with which you must comply, you should seek clarification from your supervisor or the policy owner. You should also be familiar with the legislation under which you are employed as this may specify requirements with which you need to comply.

Managers are required to tell their staff about this essential information and to make the documents readily accessible to them.

As a departmental employee, you are expected to:

- perform your duties to the best of your ability and be accountable for your performance
- follow reasonable instructions given by a supervisor
- comply with a lawful direction
- carry out your duties in a professional, competent and conscientious manner, while seeking suitable opportunities to improve your knowledge and skills, including through participation in relevant professional development
- act honestly and in good faith in providing advice or service that is honest, impartial and comprehensive, irrespective of your personal views on a matter
- be courteous and responsive in dealing with your colleagues, students and members of the public
- work collaboratively with your colleagues
- be mindful of your duty to the safety of yourself and others and
- be aware that if your conduct has the potential to damage the reputation of the Department, even if it is in a private capacity, this could lead to disciplinary action.

If your role requires you to manage or supervise staff, in addition to the above responsibilities you are also expected to:
• promote collaborative and collegial workplaces by developing a positive working environment in which all employees can contribute to the ongoing development of the Department
• exercise leadership by working with your staff to implement performance and development processes that are consistent with the employee's conditions of employment
• provide ongoing support and feedback to your staff
• establish systems within your area of responsibility which support effective communication and consult with and involve your staff in appropriate decision-making
• take appropriate action if a breach of the Code of Conduct may have occurred.

At times, you may not personally agree with all decisions made by your managers. You may also have personal views that differ from those of the elected Government or the Department's management. However, your views should not interfere or be seen to interfere with the performance of your duties; nor can they take precedence over the Department's or Government policy and decisions.

You are required to comply with reasonable instructions related to your work. If you consider an instruction unreasonable, you should say so to the person issuing the instruction in a civil manner, giving your reasons for concern and allowing the person an opportunity to respond.

If, after the response, you are still concerned or object to the instruction, you may seek advice at the next management level. You are not prevented from seeking the advice of your Union at any time.

Managers should be open to constructive questions regarding their instructions. They have a responsibility to respond appropriately and promote collaborative and collegial workplaces.

An example of good management practice is a supervisor who identifies an employee's skill levels by observing their work and regularly provides useful, positive feedback. A good supervisor deals with any issues early, provides feedback sensitively and constructively, and in negotiation with the employee, develops strategies that address any concerns in a positive fashion.